

FIG. 1

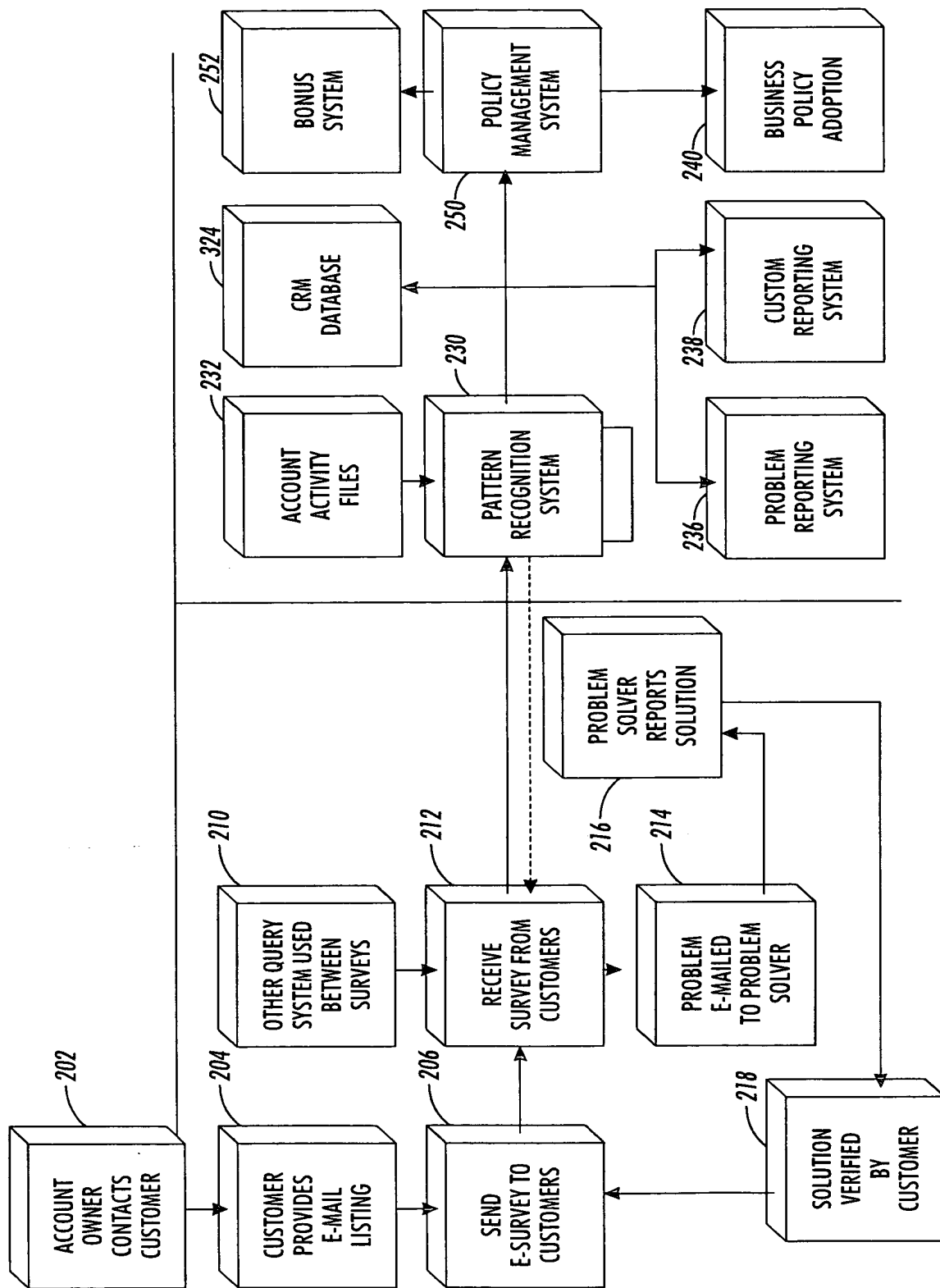
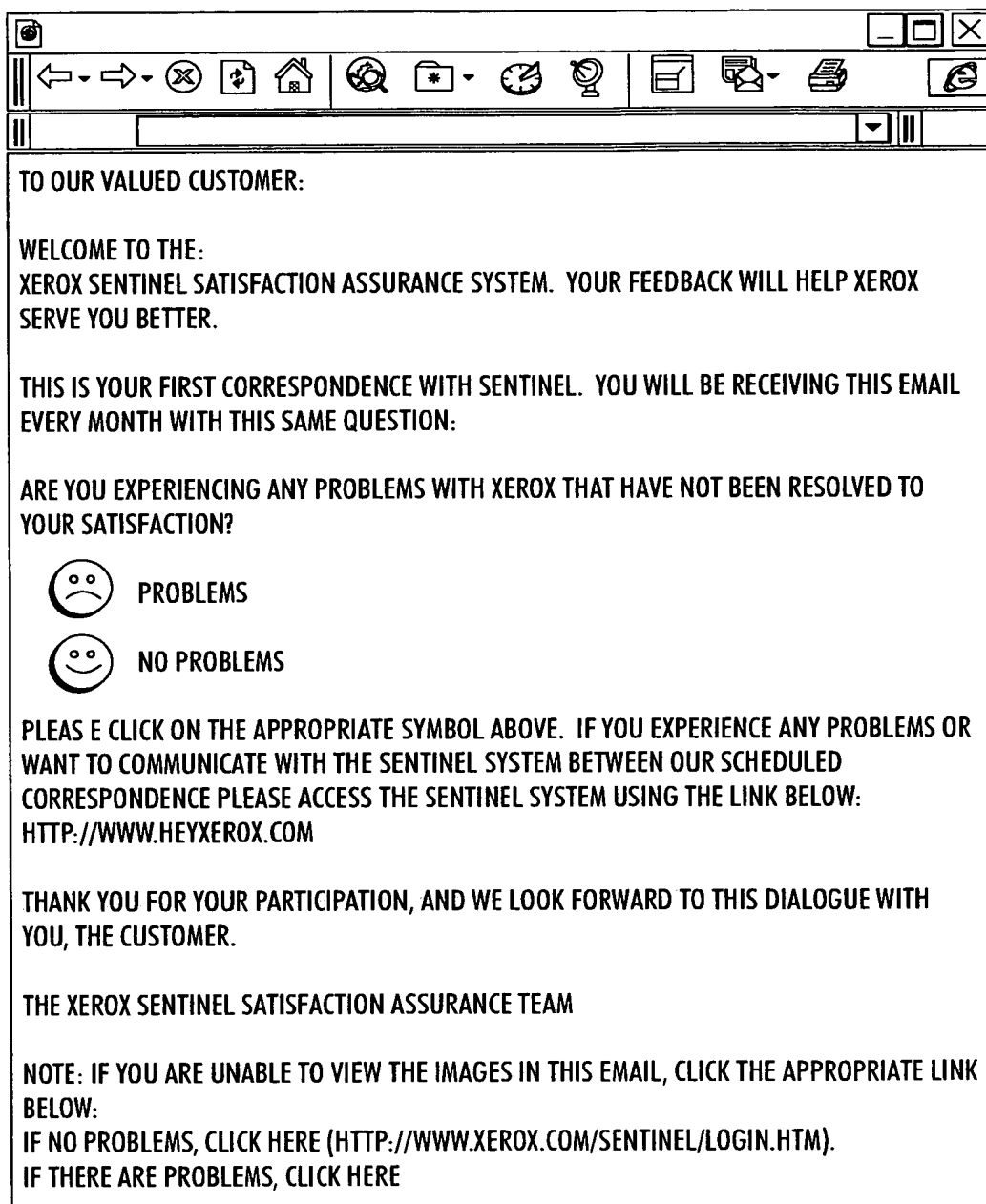


FIG. 2





TO OUR VALUED CUSTOMER:

WELCOME TO THE:
XEROX SENTINEL SATISFACTION ASSURANCE SYSTEM. YOUR FEEDBACK WILL HELP XEROX
SERVE YOU BETTER.

THIS IS YOUR FIRST CORRESPONDENCE WITH SENTINEL. YOU WILL BE RECEIVING THIS EMAIL
EVERY MONTH WITH THIS SAME QUESTION:

ARE YOU EXPERIENCING ANY PROBLEMS WITH XEROX THAT HAVE NOT BEEN RESOLVED TO
YOUR SATISFACTION?

 PROBLEMS

 NO PROBLEMS

PLEASE CLICK ON THE APPROPRIATE SYMBOL ABOVE. IF YOU EXPERIENCE ANY PROBLEMS OR
WANT TO COMMUNICATE WITH THE SENTINEL SYSTEM BETWEEN OUR SCHEDULED
CORRESPONDENCE PLEASE ACCESS THE SENTINEL SYSTEM USING THE LINK BELOW:
[HTTP://WWW.HEYXEROX.COM](http://www.heyxerox.com)

THANK YOU FOR YOUR PARTICIPATION, AND WE LOOK FORWARD TO THIS DIALOGUE WITH
YOU, THE CUSTOMER.

THE XEROX SENTINEL SATISFACTION ASSURANCE TEAM

NOTE: IF YOU ARE UNABLE TO VIEW THE IMAGES IN THIS EMAIL, CLICK THE APPROPRIATE LINK
BELOW:
IF NO PROBLEMS, CLICK HERE ([HTTP://WWW.XEROX.COM/SENTINEL/LOGIN.HTM](http://www.xerox.com/sentinel/login.htm)).
IF THERE ARE PROBLEMS, CLICK HERE

FIG. 3

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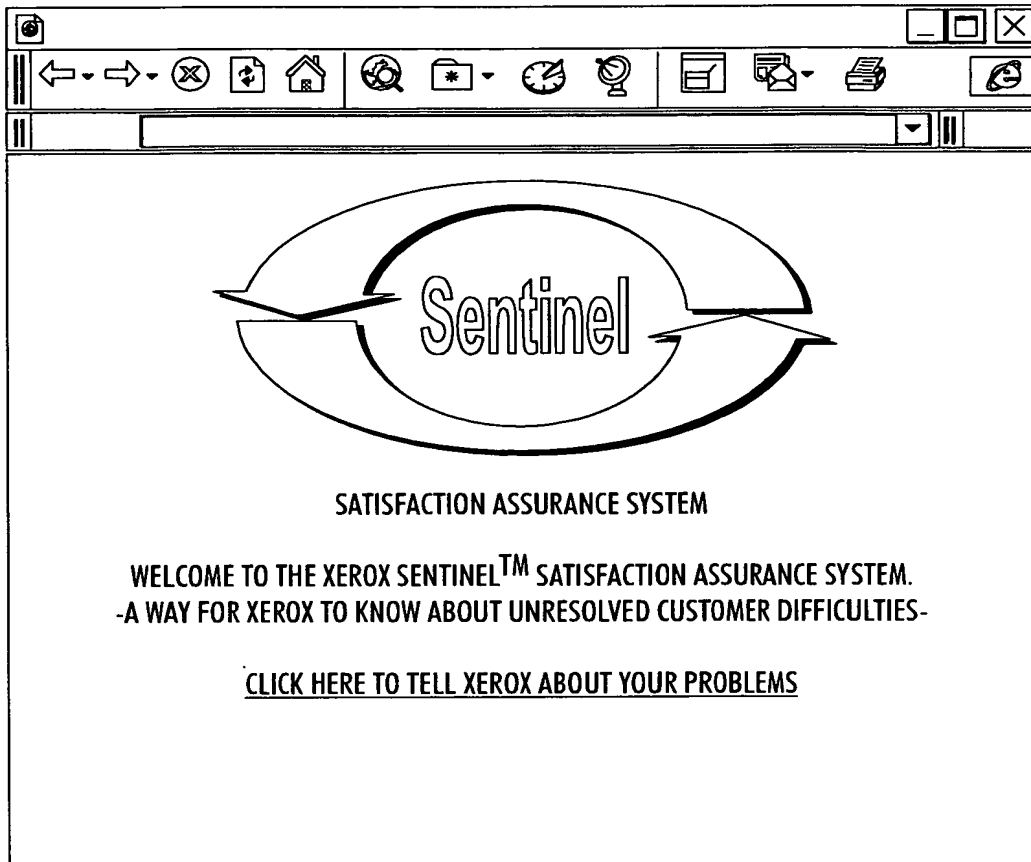
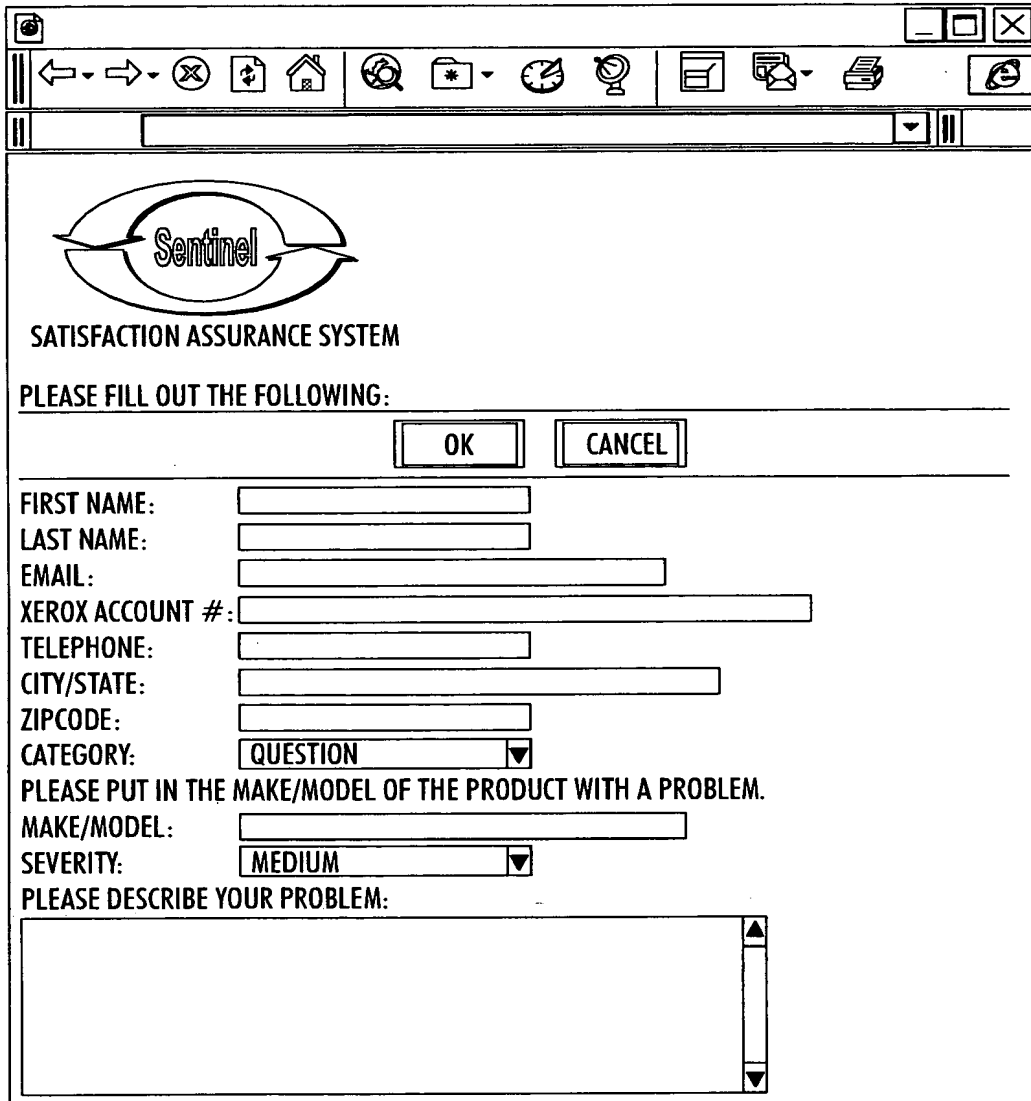


FIG. 4



The image shows a web browser window with a toolbar at the top containing various icons for navigation and file operations. The main content area displays the Sentinel logo, which consists of an eye shape with the word "Sentinel" inside. Below the logo, the text "SATISFACTION ASSURANCE SYSTEM" is displayed. A prompt "PLEASE FILL OUT THE FOLLOWING:" is followed by "OK" and "CANCEL" buttons. The form contains several input fields and dropdown menus for user information and problem details.

Sentinel

SATISFACTION ASSURANCE SYSTEM

PLEASE FILL OUT THE FOLLOWING:

FIRST NAME:

LAST NAME:

EMAIL:

XEROX ACCOUNT #:

TELEPHONE:

CITY/STATE:

ZIPCODE:

CATEGORY:

PLEASE PUT IN THE MAKE/MODEL OF THE PRODUCT WITH A PROBLEM.

MAKE/MODEL:

SEVERITY:

PLEASE DESCRIBE YOUR PROBLEM:

FIG. 5

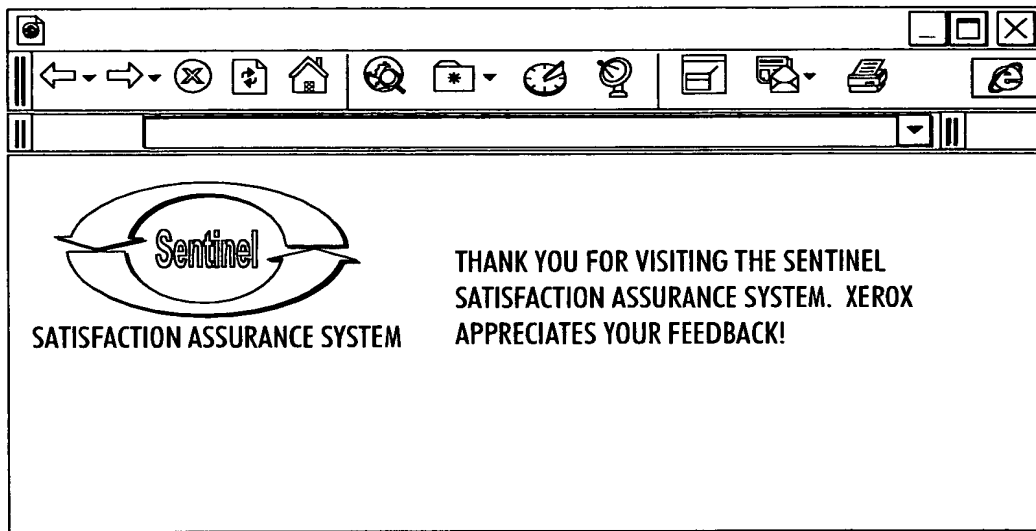


FIG. 6

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WHO	DATE	SUBJECT
CALCIUM@BBS.XBRG.COM	01:44 PM 8/19/2001	CALCIUM EVENT ADDED
CALCIUM@BBS.XBRG.COM	01:44 PM 8/19/2001	SENTINEL NOTIFICATION
CALCIUM@BBS.XBRG.COM	02:51 PM 8/19/2001	CALCIUM EVENT MODIFIED

SUBJECT: SENTINEL NOTIFICATION

THE STATE OF 22 IS ASSIGNED
TICKETID:22
DATE: 21 AUG 2001 14:18:11.000
FIRST NAME: SALLY
LAST NAME: HOOPER
E-MAIL: SALLYHPR@EARTHLINK.NET
XEROX ACCOUNT #: 12345678WZWXSWESXDERLWIOLSDF
TELEPHONE: 310 555-8843
CITY/STATE: LA CA
ZIPCODE: 90040
SUMMARY: TEST
DESCRIPTION:
THIS IS A TEST PROBLEM

DESCRIPTION

SEVERITY: LOW
ASSIGNED TO: IBRC
ASSIGN DATE: 21 AUG 2001 14:18:11

FIG. 7

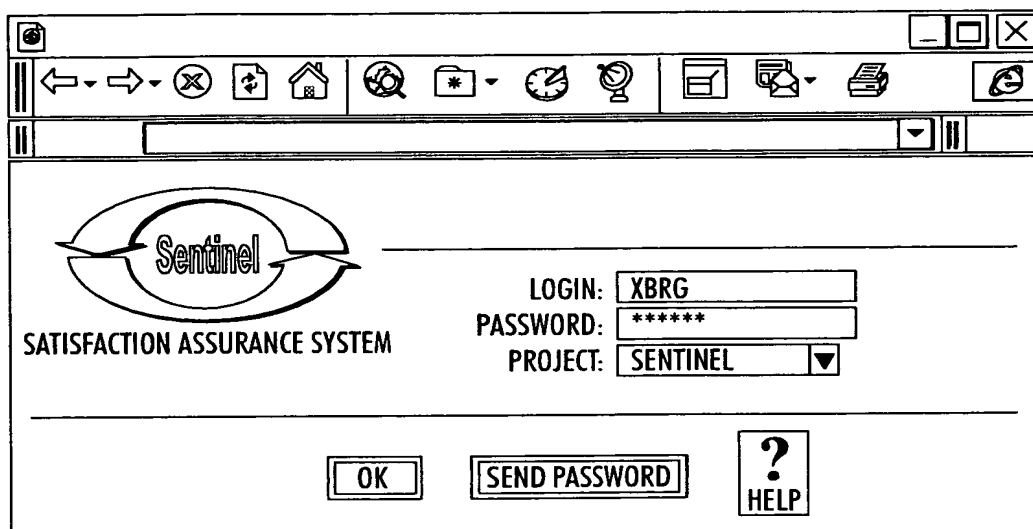


FIG. 8

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The screenshot shows a web application interface with a standard browser window. The address bar is empty. The top navigation bar contains several menu items: "-TICKET-", "-MANAGE-", and "-ADMIN-", each with a dropdown arrow. To the right of these are three buttons: "HELP" (with a question mark icon), "NOVICE" (with a target icon), and "IN BOX" (with a folder icon). Below the navigation bar is a search bar on the left and three buttons: "DISPLAY" (with a magnifying glass icon), "UPDATE" (with a document icon), and "EXIT" (with a door icon). The main content area displays "PAGE: 1 FILTER: NONE". Below this is a table of tickets. The table has three columns: a selection column with radio buttons, a date column, and a status column. The first three rows are visible, showing dates 24, 25, and 26, all with status "E". To the right of the table is the label "TICKETS". Below the table, there is a legend: "N - NOT ALLOWED TO VIEW FIELD E - EMPTY FIELD" and "PAGE: 1".

-TICKET- -MANAGE- -ADMIN- ? HELP NOVICE IN BOX

DISPLAY UPDATE EXIT

PAGE: 1 FILTER: NONE

<input type="radio"/>	24	E
<input type="radio"/>	25	E
<input checked="" type="radio"/>	26	E

TICKETS

N - NOT ALLOWED TO VIEW FIELD E - EMPTY FIELD
PAGE: 1

FIG. 9

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Sentinel

SATISFACTION ASSURANCE SYSTEM

PLEASE FILL OUT THE FOLLOWING:

TICKETID: 26
DATE: 23 AUG 2001 17:26:05.000
FIRST NAME: TEST
LAST NAME: TEST
E-MAIL@ TEST@TEST.COM
XEROX ACCOUNT #: 1
TELEPHONE: (123) 123-4567
CITY/STATE: LA CALIFORNIA STATE:
ZIPCODE: 11111
CATEGORY: QUESTION
PLEASE PUT IN THE MAKE/MODEL OF THE PRODUCT WITH A PROBLEM.
MAKE/MODEL: COLOR PRINTER 1542
SEVERITY: CRITICAL
PLEASE DESCRIBE YOUR PROBLEM:
LOW TONER LIGHT STAYS ON EVEN AFTER TONER HAS BEEN CHANGED.
LINKED TICKETS: NONE
PROBLEM SOLVED:
LOGIN: GUEST

FIG. 10

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The screenshot shows a software window with a standard Windows-style title bar and a toolbar. The main content area is titled "INTERNAL ANALYSIS:" and contains several sections of text. At the top is a large empty text box with a vertical scrollbar. Below this are fields for "ASSIGNED TO: IBRC", "STANDARD SOLUTION: YES NO", "PUBLISHED: YES NO", "CREATOR E-MAIL: NONE", "MODIFIED BY: GUEST", and "MODIFICATION DATE: 23 AUG 2001 17:26:05.000". A "HISTORY:" section follows, containing the text "CREATED BY USER GUEST ON 23 AUG 2001 17:26:05.000". Below this is an "E-MAIL HISTORY:" section with the text "E-MAIL SENT ON 23 AUG 2001 17:26:06 BY GUEST TO: USER IBRC, USER ADMIN, TEST@TEST.COM". A "MESSAGE TEXT SENT:" section contains the text "THE STATE OF 26 IS ASSIGNED". At the bottom of the window are five buttons: "OK", "CANCEL", "CREATE ANOTHER", "ROUTE BACK", and "ROUTE FORWARD".

INTERNAL ANALYSIS:

ASSIGNED TO: IBRC
STANDARD SOLUTION: YES NO
PUBLISHED: YES NO
CREATOR E-MAIL: NONE
MODIFIED BY: GUEST
MODIFICATION DATE: 23 AUG 2001 17:26:05.000
HISTORY:
CREATED BY USER GUEST ON 23 AUG 2001 17:26:05.000

E-MAIL HISTORY:
E-MAIL SENT ON 23 AUG 2001 17:26:06 BY GUEST TO:
USER IBRC, USER ADMIN, TEST@TEST.COM

MESSAGE TEXT SENT:
THE STATE OF 26 IS ASSIGNED

OK CANCEL CREATE ANOTHER ROUTE BACK ROUTE FORWARD

FIG. 11